

# Customer Service Report for SCB

For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
<b>Accounts</b>											
Access/Login	4	0	0	0	0	0	0	0	4	0	6
Edit Account	1	0	0	1	0	0	0	0	2	0	5
Password Reset	3	0	0	2	0	0	0	0	5	0	5
<b>Application Support</b>											
COTS-Other/Install	1	0	0	0	0	0	0	0	1	0	2
<b>Email</b>											
Helix Pine Mail	1	0	0	0	0	0	0	0	1	0	1
Helix Squirrel Mail	1	0	0	0	0	0	0	0	1	0	8
<b>General Information</b>											
Inquiry	1	0	0	0	0	0	0	0	1	0	7
<b>Helix Support</b>											
Apps/Other	1	0	0	0	0	1	0	0	0	0	0
Info/Biowulf	5	0	0	0	0	0	0	0	5	0	3
Info/General	1	0	0	0	0	1	0	0	0	0	0
<b>Local LAN</b>											
LocalLAN/Connectivity	1	0	0	0	0	0	0	0	1	0	1
<b>Video</b>											
Videocast-General Information	1	0	0	0	0	0	0	0	1	0	3
<b>Grand Total:</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>22</b>	<b>0</b>	<b>4</b>

Total Tickets Closed: 22

Total Tickets Assigned/Pending/Checked Out: 2

Total Tickets Created: 24